

Pcounter for Kyocera

**Pcounter Embedded for Kyocera HyPAS
November 9, 2011**

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Pcounter for Kyocera Install Guide

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The Goal

The goal of this document is to provide an overview of the basic concepts of *Pcounter Embedded for Kyocera*. The document presents step-by-step instructions for installing and configuring *Pcounter for Kyocera* for use with your Kyocera MFP.

Common Challenges

- 1) Determine the *Pcounter for Kyocera* configuration that best suits the needs of your environment.
- 2) Install the Pcounter package on the Kyocera MFP.

How to use this guide

This guide walks you through the setup of *Pcounter for Kyocera* to track all functions of a Kyocera HyPAS MFP(including printing, copying, scanning, and faxing), and, optionally, to provide secure authentication for users.

The guide should be used in combination with the model-specific document that contains all of the model specific screenshots of both the front panel UI and Web UI.

Planning

What is Pcounter for Kyocera?

Pcounter for Kyocera is software that interfaces directly with the embedded operating system of the Kyocera MFP, in partnership with the standard Pcounter application. It can provide a point of access control (Authentication), the ability to log job based data for print, copy, scan, and fax (page tracking), and the ability to assign page quotas or currency balances to users, debiting them for individual jobs (Accounting). All job activity for tracked MFPs is logged and accessible for report generation.

Authentication

The software provides a point of authentication to gain access to all of the resources of the Kyocera MFP. For print jobs, users may authenticate at their workstations through the basic Pcounter software and send print jobs through to the MFP for direct pickup, or print jobs may be held in the queue for walk-up authentication and print release at the MFP.

For copy, scan, and outbound fax jobs, the MFP can be locked down until users walk up and authenticate in front of the machine. Users are prompted to authenticate by entering user account/password credentials and/or a client code or numerical ID.

System Requirements

Pcounter for Kyocera is supported on the following Kyocera HyPAS MFPs:

- HyPAS-enabled Kyocera or Copystar supported models:
- TASKalfa/CS 7550ci, 6550ci, 5550ci, 4550ci, 3550ci, 3050ci, 552ci, 500ci, 400ci, 300ci, 250ci:
- TASKalfa/CS 8000i, 6500i, 5500i, 4500i, 3500i, 520i, 420i, 300i
- FS-C2526MFP, FS-C2626MFP, FS-3540MFP, FS-3640MFP (FS series require Compact Flash card 4 GB or less for HyPAS support)

The *Pcounter for Kyocera* server software can be installed on *Windows 2000 Server* or any later Windows “business” operating system. (Windows “Home” products that lack domain support are not recommended.) A standard USB or USB flash drive is also required to transfer a firmware update to the MFP’s built-in hard disk.

The standard Pcounter software (version 2.54c or later) must be installed on the Windows print server and ready to use before installing the embedded Kyocera server software.

For more detailed information about Pcounter installation and administration please refer to the *Pcounter Setup Guide* and the *Pcounter Documentation* PDFs. These are installed with the standard product in the *Pcounter for Windows* program group on the print server.

Pcounter for Windows can be downloaded from <http://www.pcounter.com>. The *Pcounter for Kyocera Embedded* software is available in the download area of <http://www.pcounter.com/pro>.

Implementation

There are five main steps to complete the *Pcounter for Kyocera* installation.

- 1) Prepare the *Pcounter* Print Server
- 2) Install and configure *Pcounter* for print job tracking
- 3) Install *Pcounter for Kyocera* on the Pcounter print server.
- 4) Configure *Pcounter for Kyocera* for Print, Copy, Scan, and Fax Tracking.
- 5) Prepare the MFP
- 6) Configure the MFP

Setup begin here

1) Prepare the Pcounter Print Server

It is recommended that the Print Server be set up to run on a Windows Server operating system. The individual MFPs that will be tracked by Pcounter should be installed as local printer objects in the standard way and shared for access by workstation users.

2) Install and configure Pcounter for print job tracking

After Pcounter is installed and registered, the Kyocera MFPs that you wish to track should be migrated into Pcounter on the print server. (For details, refer to *the Pcounter for Windows Setup Guide*, installed on the Pcounter Server in the *Pcounter for Windows Program Group*.)

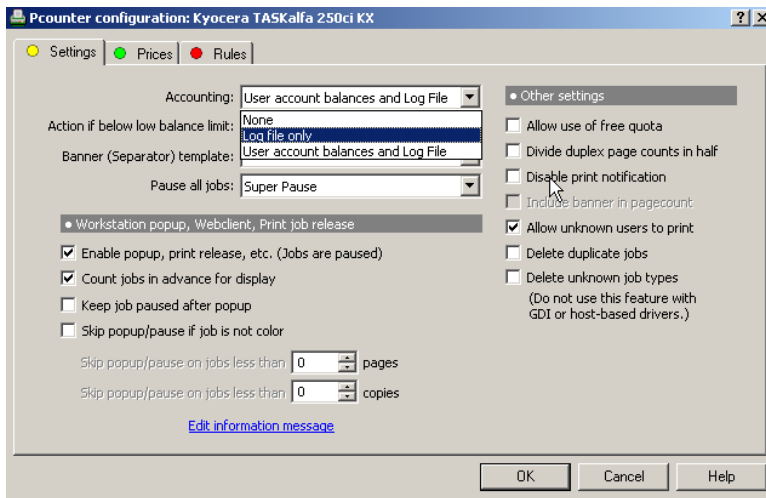
Printer Setup

After your printer(s) have been migrated into Pcounter you must decide:

- Whether users will have account balances debited for print, copy, scan and fax jobs, or whether the jobs will simply be tracked and logged.
- Whether print jobs will be held at the MFP for walk-up release or whether users will be able to print and release jobs simply by authenticating at their workstations.

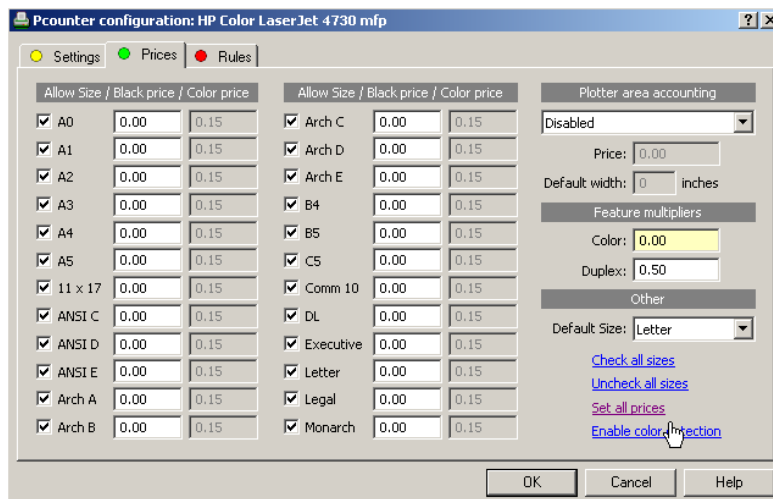
After your MFPs are migrated into Pcounter, open Pcontrol, locate your print server in the Network View and expand the view to show the installed devices. Right-click on the first MFP and choose Pcounter→Configuration.

Settings Tab



1. If print jobs will be tracked without debiting users, set *Accounting* to **Log file only**.
2. If users will be debited for print jobs, set *Accounting* to **User account balances and Log File**.
3. Place a checkmark next to **Enable popup, print release, etc.** This will also automatically place a checkmark next to **Count jobs in advance for display** and ensures that print jobs are held in the queue until a user authenticates at a workstation or at the MFP/panel.

Prices Tab



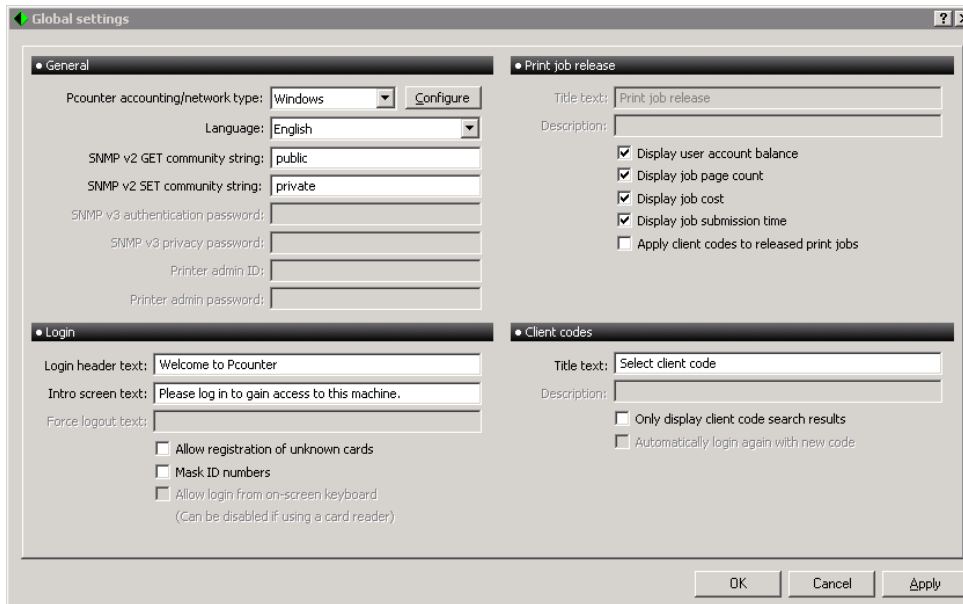
- 1) Go to the *Prices* tab.
- 2) If you wish Pcounter to track color jobs separately from black and white jobs on a color printer, click on *Enable color detection*.
- 3) Click on *Set all prices*. Set the **Black price** and the **Color price** (if color detection has been enabled), and click OK.
- 4) Click OK to accept changes. **A warning will be presented asking you to restart the *Printer Control service*. Simply answer *Yes*.

3) Install *Pcounter for Kyocera* (Windows and Netware Instructions)

Windows

Make sure you are logged on as Administrator or equivalent on the Pcounter print server.

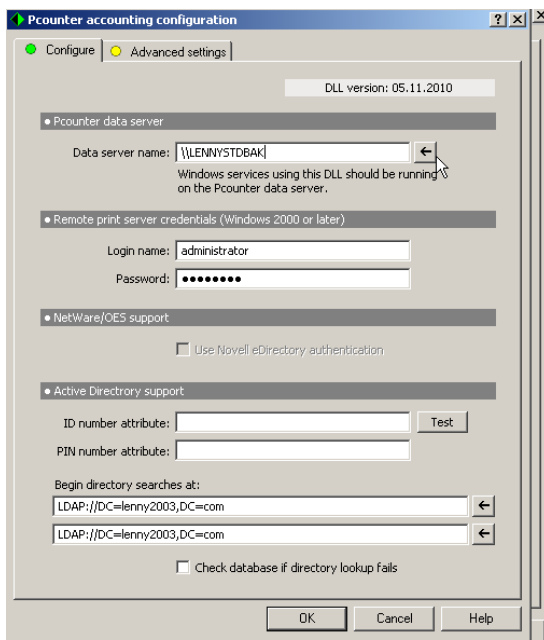
- Download the *Pcounter for Kyocera* Setup package from <http://www.pcounter.com/pro>. Extract and run *Setup.exe*
- Click Next and click Yes to accept the license agreement.
- Accept the default installation directory or click **Browse** to choose another location.
- Review Current Settings and click Next to begin copying files.
- After Setup has completed, launch the *Pcounter for Kyocera* application.



f) The *Global Settings* tab should open. If you are running under Windows, choose Windows in the *Pcounter accounting/network type* field and click the **Configure** button.

Note: You can customize the **Login header text** and **Intro screen text** under *Login*, and the **Title text** under *Client codes*, The customized text you enter will appear on the MFP Welcome screen.

Pcounter accounting configuration - Windows



g) On the *Pcounter accounting configuration* screen, enter the name of the Pcounter data server, or browse for it using the arrow button to the right of the **Data Server name** field.

Remote print server credentials are only required if *Pcounter for Kyocera* will be managing print queues on servers other than the one that hosts the Kyocera Gateway. If print server credentials are implemented, the specified user account must have Backup Operator privileges for all remote print queues that will be managed.)

h) Click OK to close the *Pcounter accounting configuration* screen.

Netware

To run *Pcounter for Kyocera* with a Netware server you must load the software on a Windows Machine with the Novell Client installed and NDPS support enabled in the client. Make sure you are logged in as Admin or equivalent and do the following steps.

Create the *Pcounter for Kyocera* gateway user account.

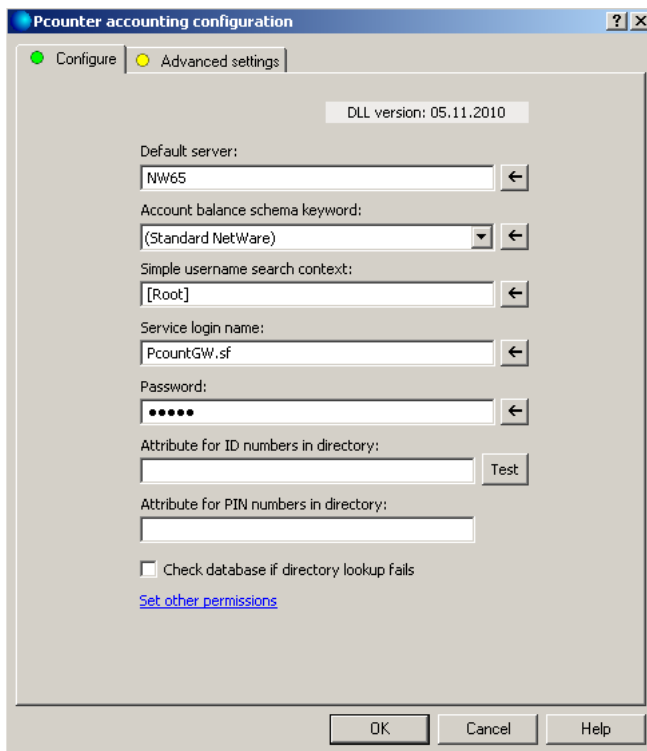
This account will be used by the *Pcounter for Kyocera* gateway to authenticate all users to the system and track usage on your MFPs. In NWAdmin or Console One create a user object that has the following rights to the Tree, and File System.

- Read/Write Inheritable permissions to the contexts where all your user objects are.
- Read/Write/Erased/Create/Modify/Files scan permissions to Sys:Public on each server that host NDPS
- Read/Write permissions to the SYS:SYSTEM\PCOUNTER folder.

After the *Pcounter for Kyocera* gateway user account is created and assigned rights you can configure the Pcounter accounting/network type for Netware.

Choose **Netware** as the accounting type and click the **Configure** button.

Pcounter accounting configuration - Netware



a) *Default server* is the server where the NDPS manger is being hosted. If you are using a cluster you would want to reference the Virtual cluster name.

b) *Account balance schema keyword*: This setting should be set to **(Standard NetWare)** unless Pcounter has been previously configured to use a custom schema extension to store user account balances. If account balances are not being used, then this setting can be ignored. Press the button next to this field to grant attribute rights to the gateway service user account, so that account balances can be modified.

c) *Simple username search context*: When usernames are recorded with a simple username instead of a fully qualified NDS name (ie. "john" instead of "john.users.org"), Pcounter can search the tree for the first match to the simple username. Searches can be specified to start from a specific container in order to reduce search time and overhead.

- d) *Service login name*: select the NDS *Pcounter for Kyocera* gateway user created by using the arrow on the right side to browse the context for this user.
- e) *Password*: enter the password that was set for this user.

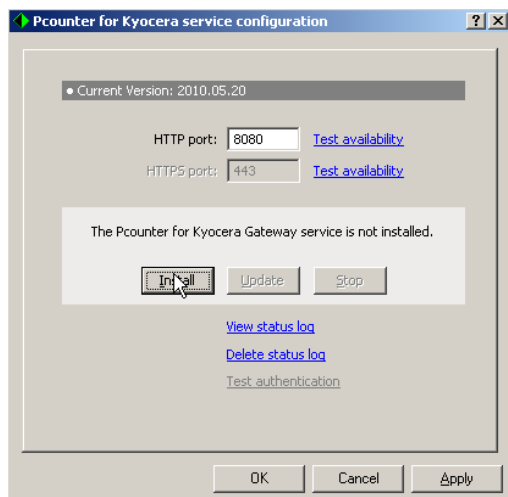
Click OK to complete the Pcounter accounting configuration. (No reboot is required.)

Configuring Other Global Settings

1. The *SNMP section* permits you to add custom SNMP v. 2 community strings.
2. The *Applications section* allows you to choose a default language for *Pcounter for Kyocera* and customize the text that will appear on headers in the MFP panel display.
3. The *Applications section* also contains a series of checkboxes to further customize *Pcounter for Kyocera* performance:
 - Allow registration of unknown cards [Login]
 - Display user account balance [Print]
 - Display job page count [Print]
 - Display job cost [Print]
 - Display job submission time [Print]
 - Apply client codes to released printjobs [Print] If this option is checkmarked, client codes selected at the MFP panel will be applied to released print jobs.
 - Only display client code search results [Client Code]. For security purposes or to speed up performance, the display of client codes can be limited to the results of specific searches.

Install the *Pcounter for Kyocera Gateway service (Windows and Netware Instructions)*

Click the *Gateway service* option and specify an unused port for HTTP communication with the MFP. (The default is to use Port 8080.) Click the **Install** button to install the *Kyocera Gateway service*.



After the service has been installed, click the **Start** button, then click **OK** to close the **Service Configuration** screen.

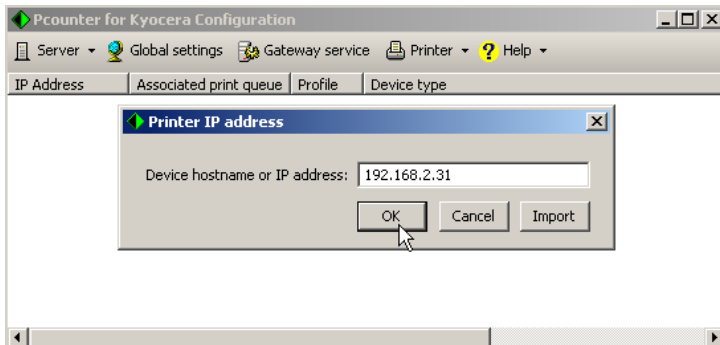
4) Configure *Pcounter for Kyocera*

Adding an administrative account for the MFP

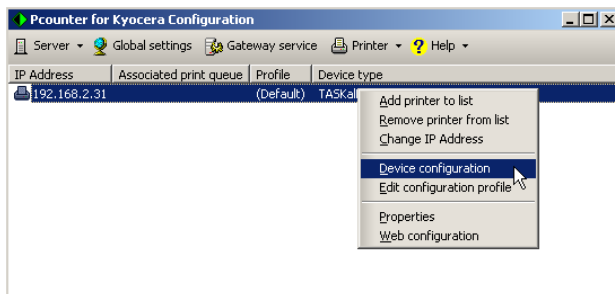
1. Choose **Server**→**MFP administrators** from the pulldown menu. In the *Administrators* window, enter the name of a valid ADS, Netware, or *Pcounter* user account, then click the **Add** button.

Adding a Printer

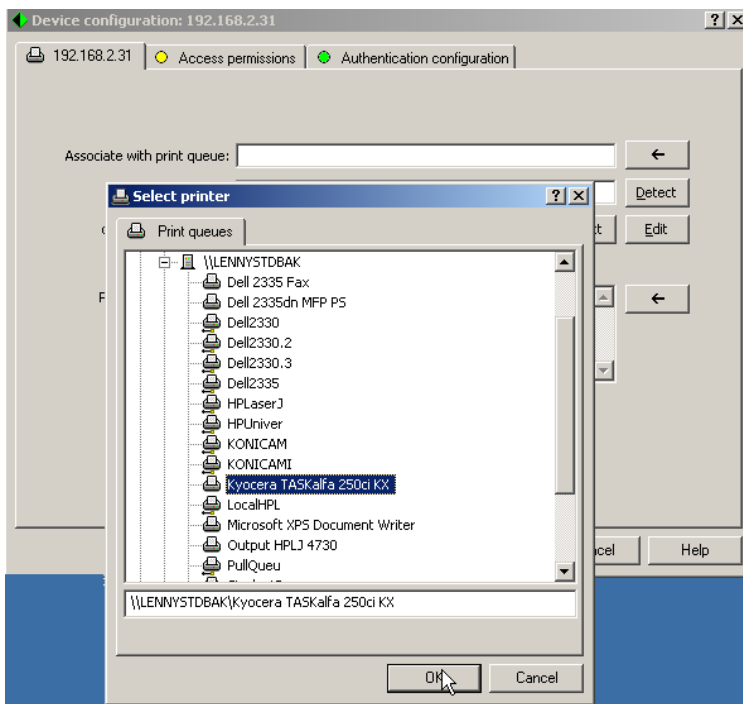
1. In *Pcounter for Kyocera*, choose **Printer→Add Printer to list** from the Toolbar menu. Enter the IP address for the Kyocera MFP and click **OK**.



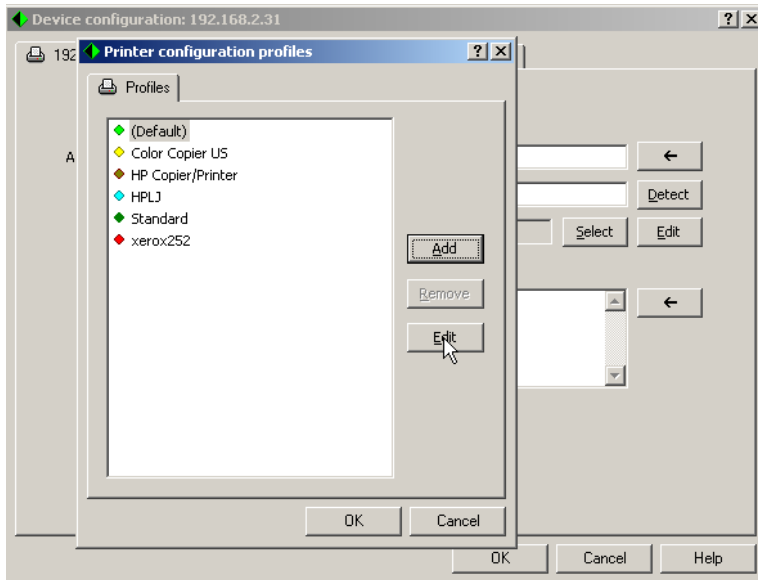
2. Right-click on the MFP you just added and choose **Device Configuration** from the popup menu.



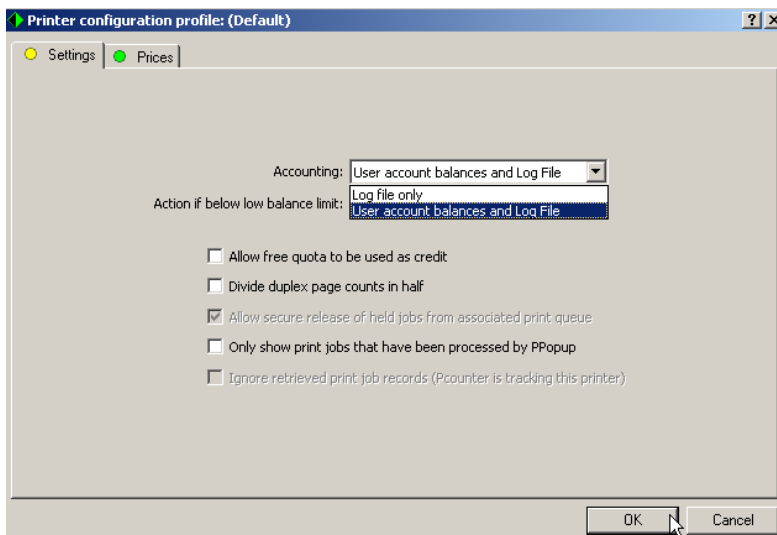
3. On the first **Device Configuration** tab (showing the MFP's IP address), click the arrow next to *Associate with Print Queue*, choose the print queue for this device and click **OK**.



4. A Device Profile must be associated with this MFP to specify whether user accounts will be debited and to assign prices to copy/scan/fax jobs. Click the **Select** button on the first tab of the **Device Configuration** window. Highlight an existing Device Profile in the *Printer configuration profiles* list and click **Edit**. (Or click **Add** to create a new profile.)



Settings Tab



1. If copy jobs, scans, and faxes will be tracked without debiting users, set Accounting to **Log file only**.
2. If users will be debited for copy jobs, scans, and faxes, set **Accounting to User account balances and Log File**. (This setting is also referred to as Strict Accounting.)
3. Click on the Prices tab to set prices for copy/scan/fax jobs

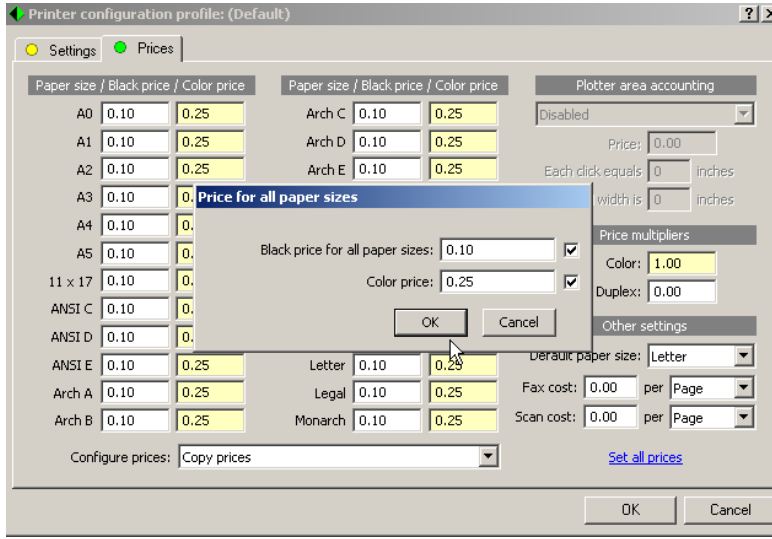
Important: If you enable Strict Accounting in the Device Profile, you must also adjust *Job Accounting Settings*

on the MFP panel to impose strict limits on copy jobs, scans, and faxes. See the section of this document called **Prepare the MFP for details**.

Additional Settings Tab Options

- **Allow free quota to be used as credit:** checkmark this option to allow free quotas assigned in **Pcounter Administrator** to be debited before debiting a user's regular account balance.
- **Divide duplex page counts in half:** checkmark this option to have Pcounter divide the reported page count in half for submitted duplex print jobs.
- **Only show print jobs that have been processed by PPopup:** checkmark this option to display only print jobs that have been processed by Ppopup on the Kyocera panel.

Prices Tab

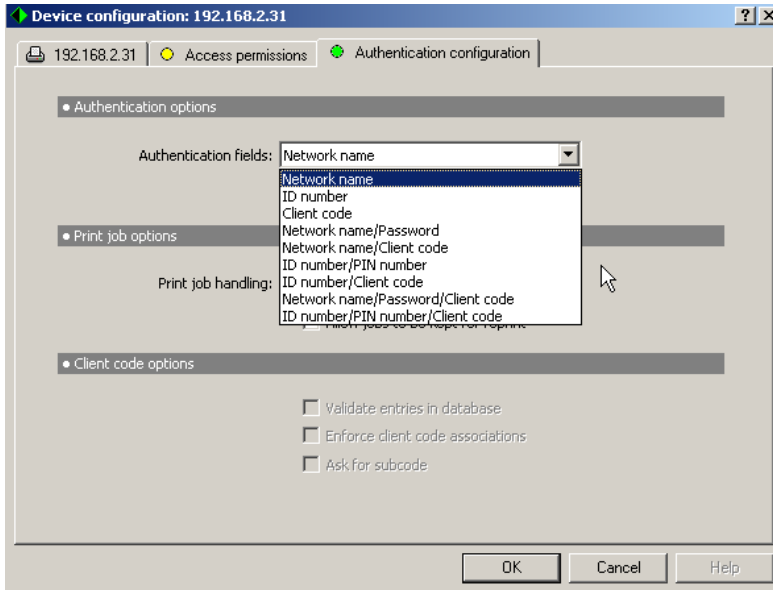


1) On the *Prices* tab, click on *Set all prices*. Set the **Black price** and the **Color price** (if color detection has been enabled), and click OK.

Login/Authentication Configuration

On the main **Device Configuration** screen, click on the *Authentication configuration* tab

Authentication configuration Tab.



1) Under *Authentication fields*, select the method for users to authenticate at the MFP panel.

Descriptions of each authentication option are provided below:

Authentication Fields

- **Network name:** prompts for entry of a valid ADS, LDAP, or Pcounter User username
- **ID number:** prompts for entry of a valid numerical ID associated with a user account
- **Client code:** prompts for entry of a client code (see Client code options, below)
- **Network name/Password:** prompts for entry of a valid ADS, LDAP, or Pcounter User username and password
- **Network name/Client code:** : prompts for entry of a valid ADS, LDAP, or Pcounter User username and a client code

- **ID number/PIN number:** prompts for entry of a valid numerical ID and PIN associated with a user account
- **ID number/Client code:** prompts for entry of a valid numerical ID associated with a user account and a client code
- **Network name/Password/Client code:** prompts for entry of a valid ADS, LDAP, or Pcounter User username and password, plus a Client code
- **ID number/PIN number/Client code:** prompts for entry of a valid numerical ID and PIN associated with a user account, plus a Client code.

Logging in with either a Network Name or UserID (through a Card Reader)

With an appropriate authentication type selected (*Network Name, Network name/Password, Network name/Client code, or Network name/Password/Client code*), users may authenticate at the Kyocera MFP either by entering credentials into the login box or by presenting a card in a card reader. (For authentication through a card reader, numerical IDs must be associated with user accounts—either in Pcounter Administrator or through a designated schema field in Active Directory or Netware.

With a card reader installed, presenting a card will automatically enter the associated username into the appropriate login field on the MFP. If Client code entry is not required, this will automatically log the user into the MFP.

Note: After plugging a USB Card Reader into the MFP, the MFP should be rebooted in order to properly recognize the Card Reader.

Print job options

- **Automatically release jobs at login:** releases pending print jobs for a user when login is authenticated. Note that this option will not work when *Strict Accounting (User Account Balances and Logfile)* is enabled in the Printer Profile settings.

Client code options

- **Validate entries in database:** limits Client code and subcode entry to items set up by Admin in Pcounter Administrator.
- **Enforce Client code associations:** Only allow Client codes to be entered by those users for whom the administrator has assigned the codes

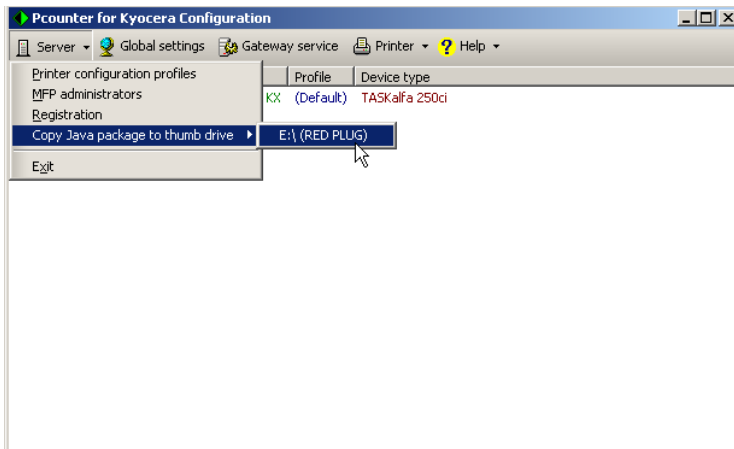
5) Prepare the MFP

There are two methods for installing the Pcounter package on a Kyocera MFP:

1. Copy the package onto a thumb drive from the *Pcounter for Kyocera* directory on the server, then plug the thumb drive into the MFP to manually install the package.
2. Download and install the Kyocera KMNet Viewer and use it to download the package to the MFP, activate and install it over the network.

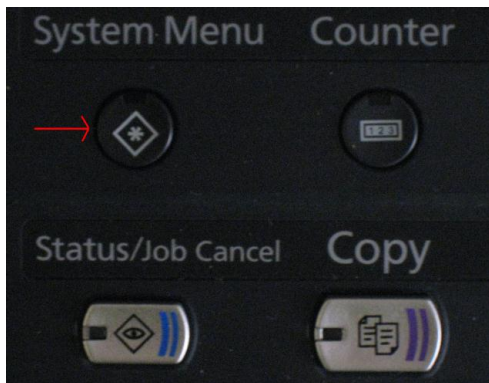
Manual Install (Thumb Drive)

On the main *Pcounter for Kyocera* toolbar, choose *Server*→*Copy Java package to thumbdrive*. This will copy the PCOUNTER.PKG file from the Windows server for insertion/installation on the Kyocera MFP.



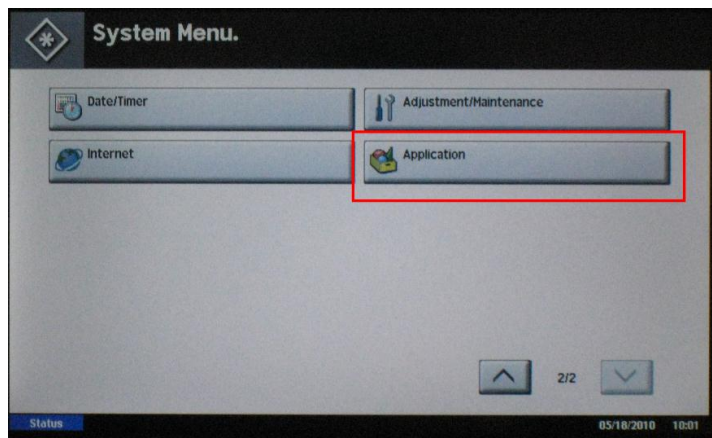
Walk up to the Kyocera MFP.

- a) Press the **System Menu** button on the Kyocera front panel.

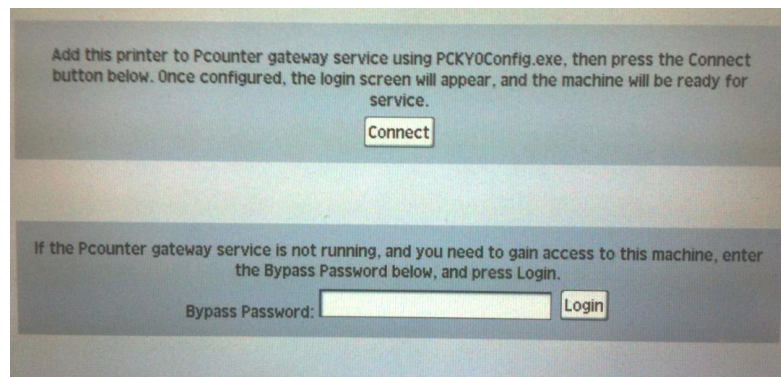


- b) If prompted, log in to the MFP with an administrative account. (The default login and password for many Kyocera MFPs is Admin|Admin.)
- c) On the System Menu, choose *User Login*→*Job Accounting* and locate the *Unknown Job ID option*. If prompted at this point, log in with an administrative user account and then change this setting from **Reject** to **Permit**.

- d) In the System Menu options, locate Application and touch the Application button. (You may need to go to the second screen of **System Menu** options to access this option.)



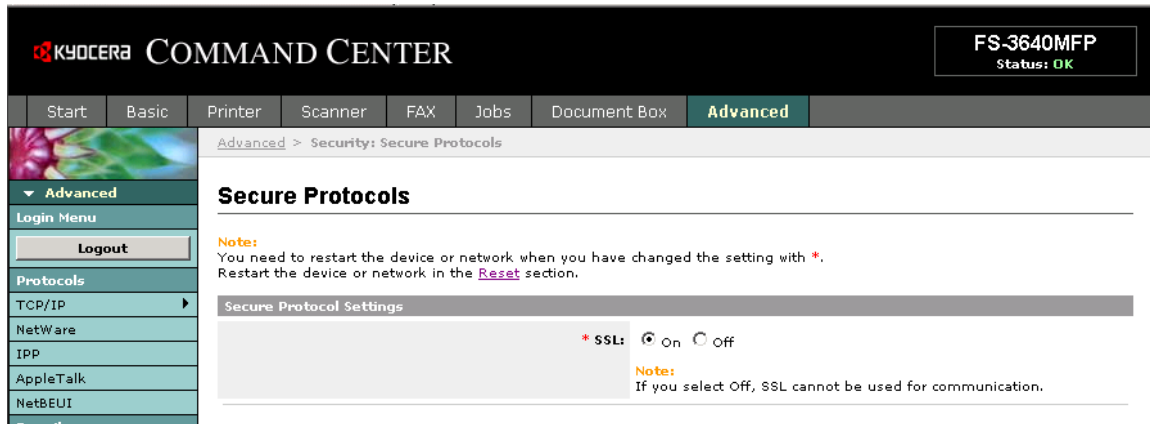
- e) Insert your USB thumb drive into a USB slot on the MFP.
- f) Press the **Add** button. Answer NO to the prompt *“Removable Memory is Recognized. Displaying Fields. Are you sure?”*
The Pcounter Package should be displayed in the Application list.
- g) Press the **Install** button. Answer Yes to the prompt.
- h) Press the **Close** button. You should then see the version number of the Pcounter Package and “Not Used.”
- i) Press the **Activate** button. Answer “Yes” to the “Are You Sure?” prompt.
- j) The display on the MFP should now prompt you to add this unit to the *Pcounter for Kyocera* gateway service running on the server.



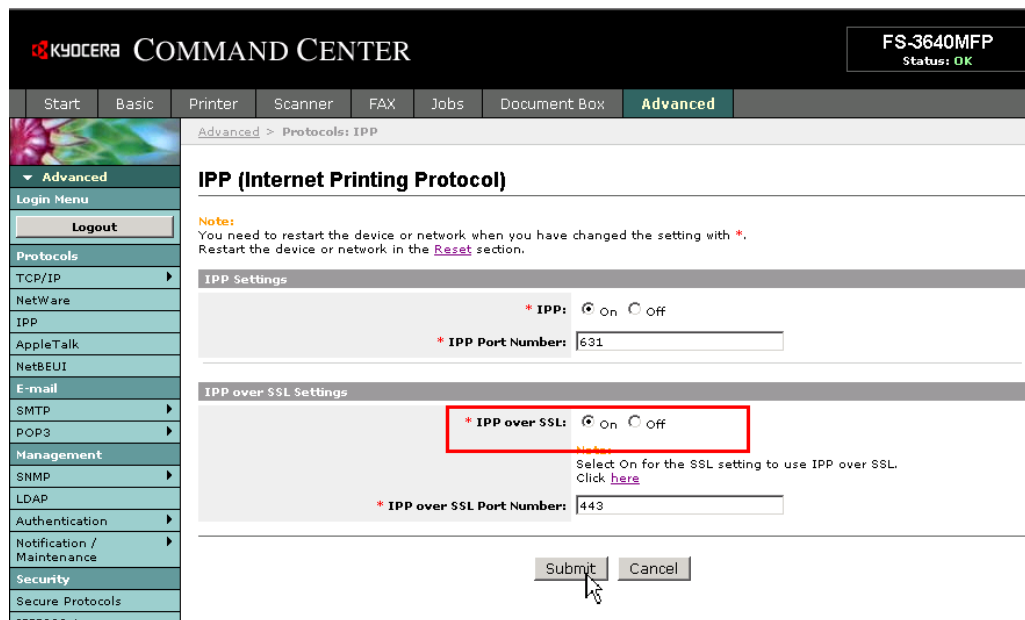
- k) After you press the **Connect** button, the Login Screen you selected in **the Login/Authentication Configuration** section of these instructions should now appear.

Network Install (KMNet Viewer)

- a) Download and install the Kyocera KMNet Viewer package (available at: http://usa.kyoceramita.com/americas/jsp/Kyocera/resource_details.jsp?pid=22834&rid=23489) Only the Device Management component needs to be installed.
- b) In order to upload packages, SSL support and the IPP over SSL protocol must be enabled on the MFP: Log into the MFP as an administrative user, go to the Advanced tab and choose Secure Protocols in the Security section. Enable SSL.

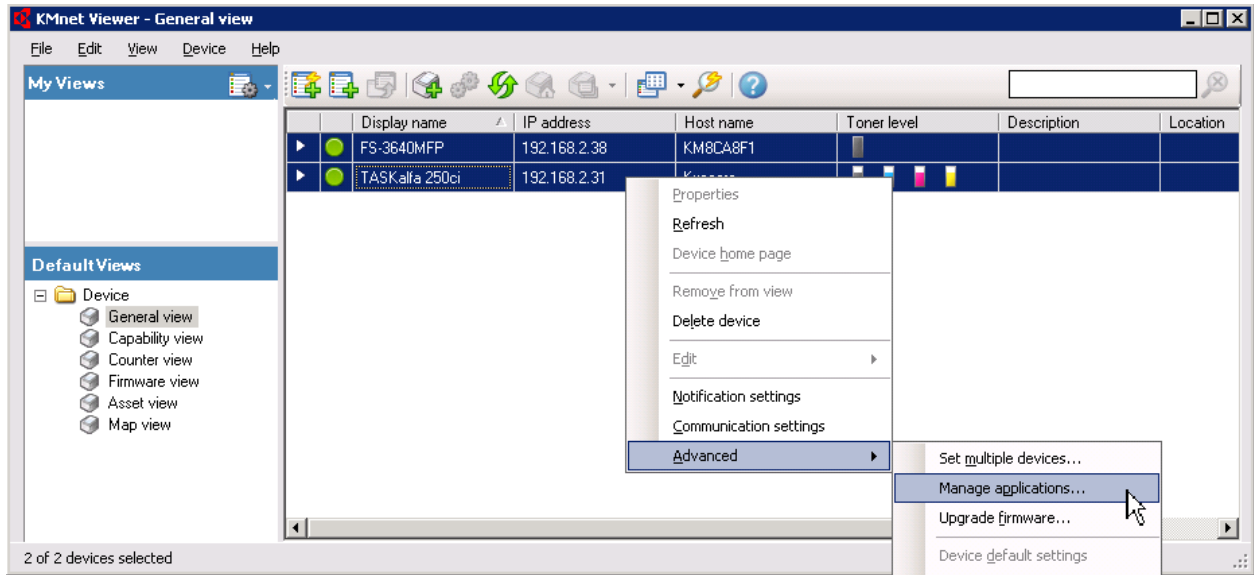


- c) Click the IPP link on the same tab of the MFP web page and enable IPP over SSL.

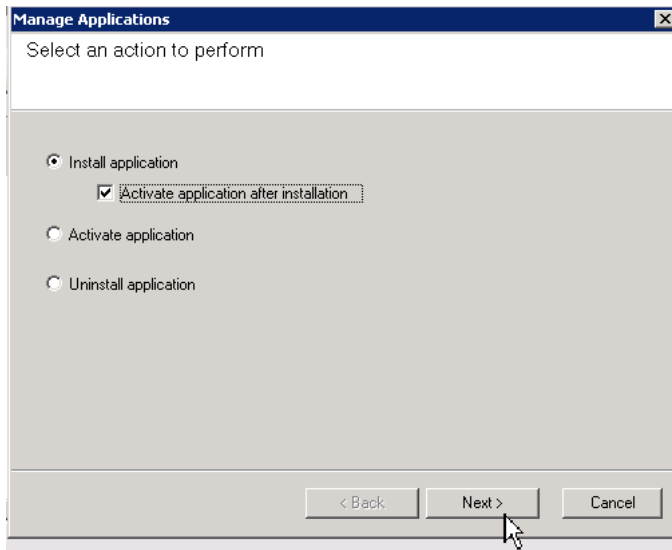


- d) Open the KMNet Viewer and discover your Kyocera MFPs on the network. (Under *Device*, choose Discovery→Add Devices or Discovery→Automatic discovery.

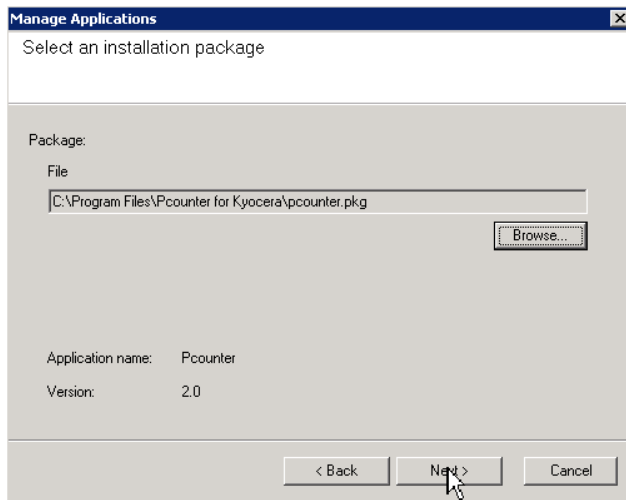
- e) Right-click on one or more Kyocera MFPs in the KMNet Viewer main window and choose Advanced→Manage applications.



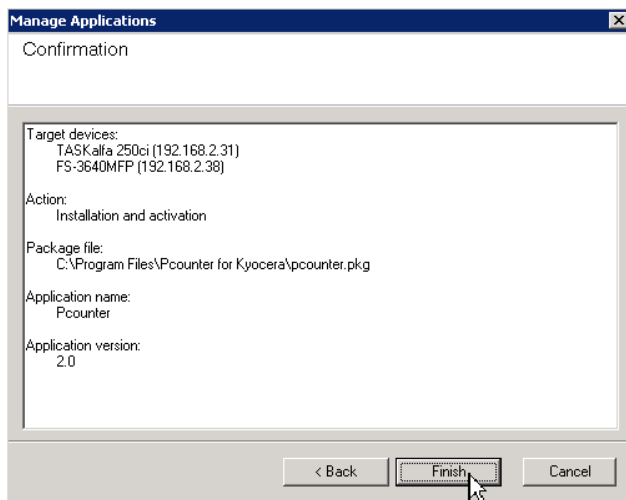
- f) On the next screen, select **Install application** and checkmark **Activate application after installation**. Then click **Next->**.



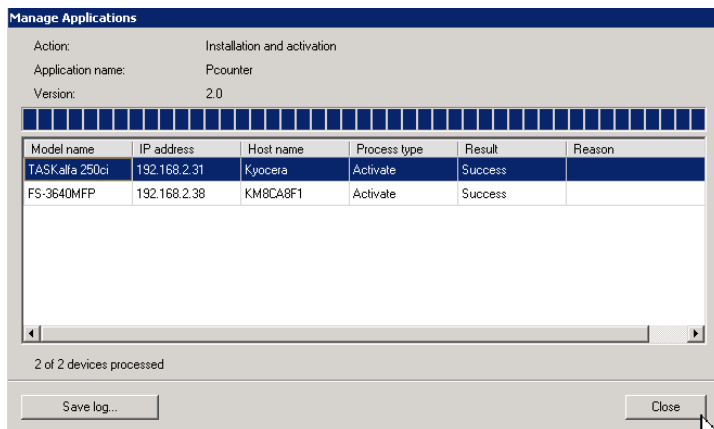
- g) Click the **Browse** button on the *Manage Applications* screen, go to the *Pcounter for Kyocera* folder under Program Files (or Program Files <x86> on x64 operating systems) and select the *Pcounter.pkg* file to upload and activate. Click **Next>** to continue.



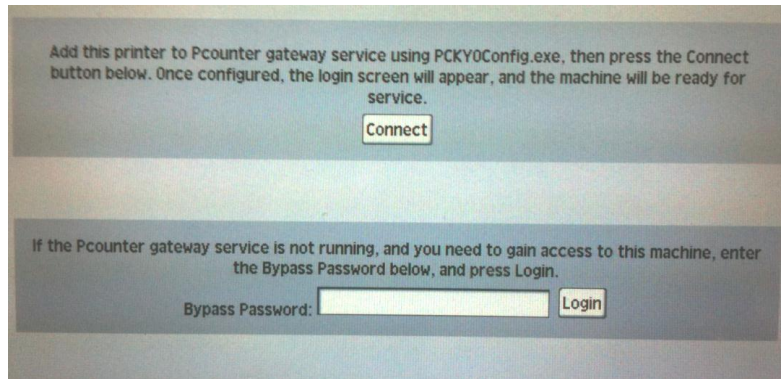
- h) Click **Finish** on the next screen.



- i) The Pcounter package will be uploaded and installed on the selected MFPs.



- l) The display on the MFP should now prompt you to add this unit to the *Pcounter for Kyocera* gateway service running on the server.



- m) After you press the **Connect** button, the Login Screen you selected in the **Login/Authentication Configuration** section of these instructions should now appear.

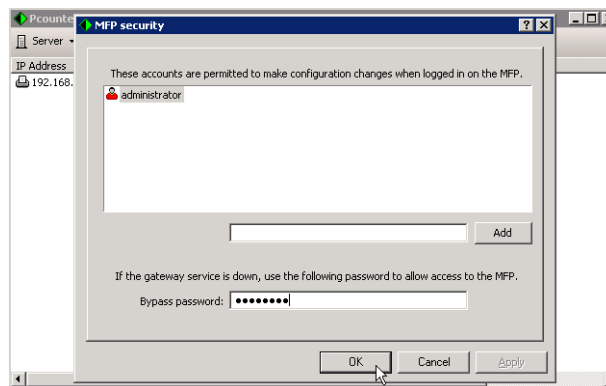
If the MFP fails to connect to Pcounter for Kyocera server.

****Note** that if the Pcounter gateway service is not running, the MFP will not be able to connect to the Pcounter server. If you need to reconfigure the MFP and remove or reinstall the Pcounter package, you may enter a special Bypass Password to log into the Kyocera MFP.

The default Bypass Password is: **pcounter4kyo**.

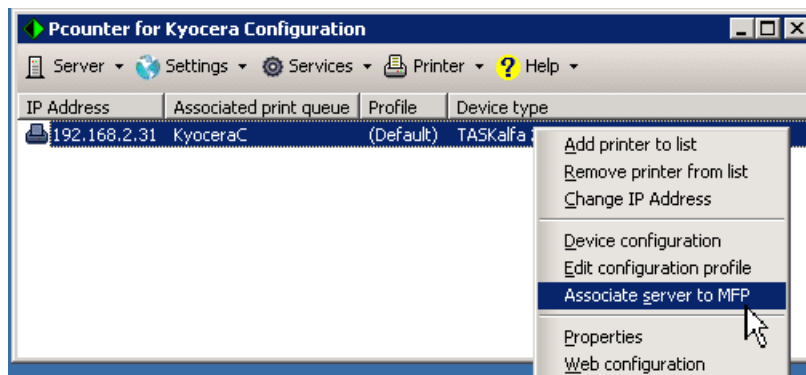
To change the default Emergency Bypass Password, a new password must be entered **before** the Gateway Service is started. The *Emergency Bypass* password can be reset by choosing **Server** → **MFP Security** from the *Pcounter for Kyocera Server* menu.

After entering a new Bypass Password, the user should start or restart the Gateway service or, if the gateway associate the server to the MFP by right-clicking the MFP's IP address in the main *Pcounter for Kyocera* window.

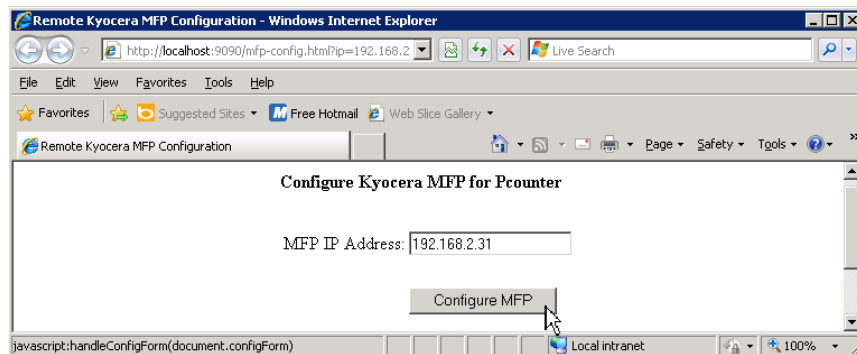


Associate an MFP with a different Pcounter for Kyocera Server

To associate a Pcounter for Kyocera server with the MFP after entering its IP address, right-click on the MFP and choose **Associate server to MFP** from the right-click menu.



A browser page will open, showing Configuration for the MFP. Verify that the MFP address is correct and click the Configure MFP button to finish.



Also note: The Pcounter package installed on the MFP listens on port 8181 for autoconfiguration information transmitted by the Pcounter for Kyocera server.

Configuration of Strict Accounting on the MFP

If *Strict Accounting* for copy jobs, scans, and faxes is selected in the Kyocera Device Profile, the following setting must be enabled in the MFP Panel settings:

1. Press the **System Menu** button
2. Touch the **User login/Job accounting** option
3. Touch **Job accounting setting**
4. Touch the **Default** setting, choose **Next**
5. On **Apply limit** touch **Change**

This controls the MFP behavior when the user reaches the balance limit in the middle of an active copy, scan, or fax job. The choices are:

- **Immediately** – Enforces a strict cut-off, only the allowed number of pages are processed.
- **Subsequently** – Allows the current job to finish before restricting further access.

Making Copies, Scans, or Sending Outgoing Faxes

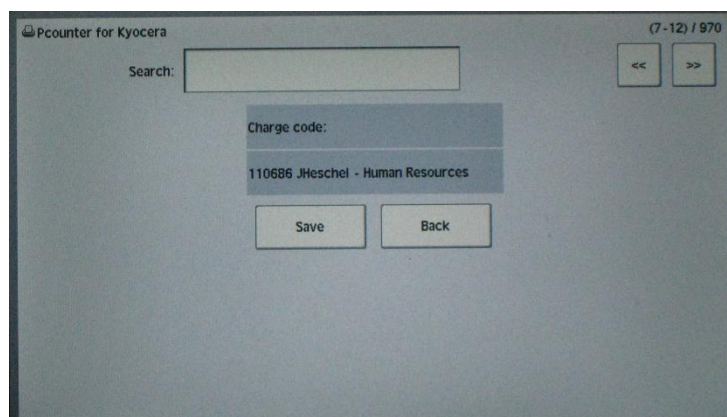
Log in to the MFP: Touch the blank field to the right of the login prompt. The panel will display a virtual keyboard for you to enter appropriate credentials (username, client code, ID number, etc.). If your login prompt requests a password, touch the blank field to the right of the password prompt and enter that as well.



If the Login prompt requests a client code, you may use the Search button to retrieve it.

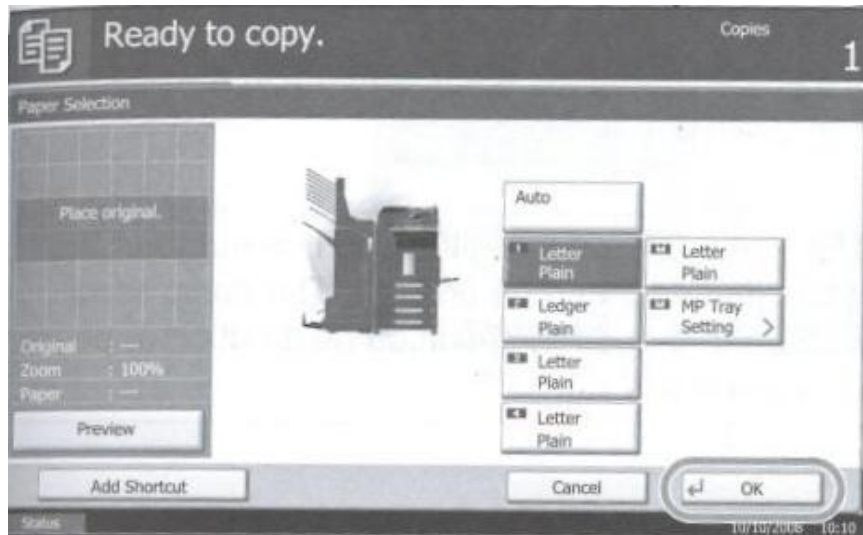


After entering the correct client code, touch the **Save** button to continue. Touch the Back button to return to the Client Code Picker screen and select a different client code.



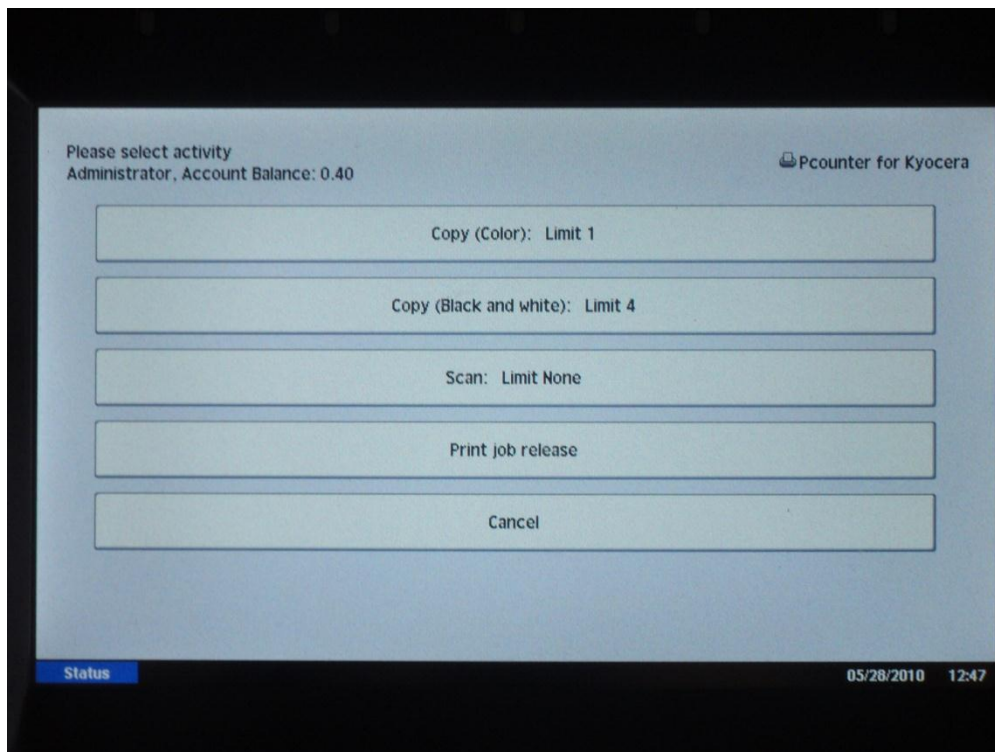
Strict Accounting Disabled

If users are not being debited for copy jobs (copier accounting set to **Log file only**), the *Ready to copy* screen appears, permitting the user to make copies.



Strict Accounting Enabled

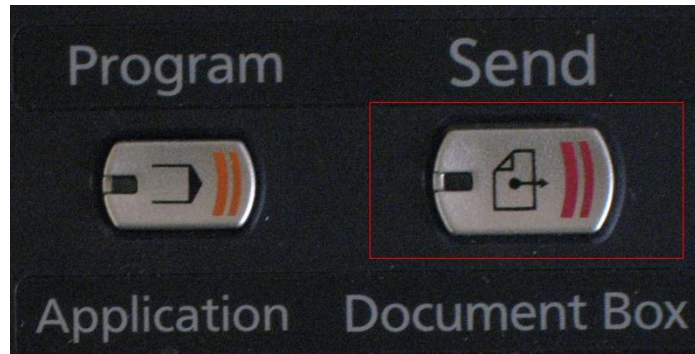
If users are being debited for copy jobs (copier accounting set to **User account balances and Log File**), the *Select activity* screen will appear after a successful login.



The number of pages permitted by the user's account balance is displayed for copy (color or black and white), scan, or outgoing fax activities.

To make a copy, touch the button for **Copy (Color)** or **Copy (Black and White)**. The *Ready to Copy* screen will appear, as shown above, permitting the user to make copies.

To make a scan or send a fax press the **Send** button on the Kyocera panel, then touch the appropriate button on the *Select Activity* screen.



The *Ready to Send* screen will appear.

Releasing Print Jobs

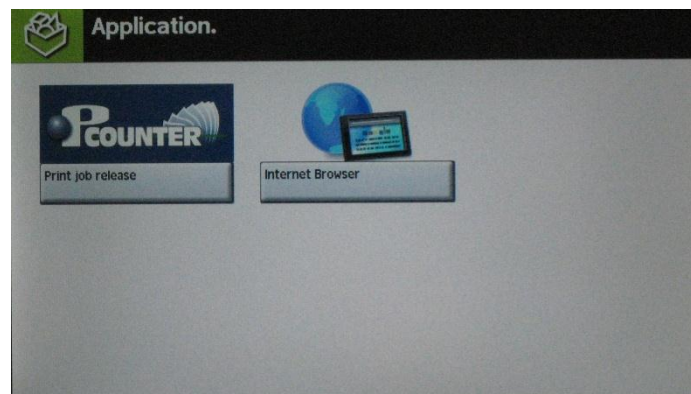
Strict Accounting Disabled

To release a print job, log into the Kyocera MFP as described above. If the server is configured to automatically release print jobs at login, this is all that's necessary.

To release individual print jobs held in the queue, press the **Application** button on the Kyocera front panel.



Touch the Pcounter Print Release button



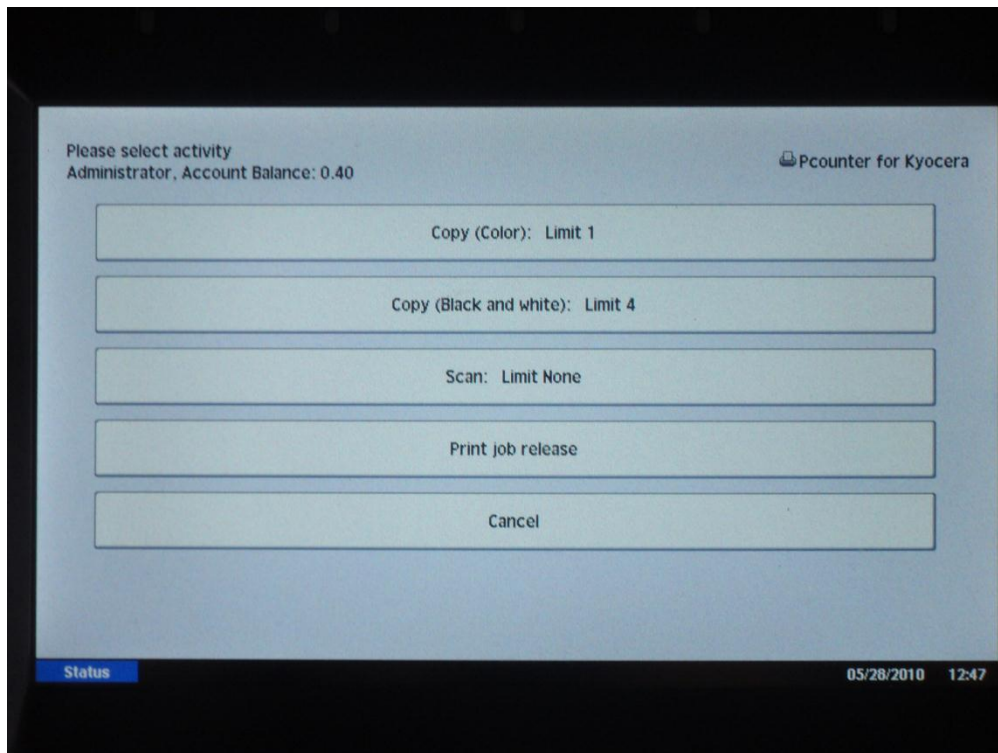
On the Print job release page, touch the checkbox to the left of each listed document to mark it for release (or touch the **Select All** button). Then touch the **Print** button.



Strict Accounting Enabled

Note: If Strict Accounting (**User account balances and Log file**) is enabled, the *automatically-release print jobs at login* option is not available.

To release individual print jobs held in the queue, log into the MFP, as previously described. The *Select activity* screen will appear after a successful login.



Touch the **Print job release** button on this screen to display *the Print job release* page.

On the Print job release page, touch the checkbox to the left of each listed document to mark it for release (or touch the **Select All** button). Then touch the **Print** button.



APPENDICES

Using a Card Reader

See <http://www.pcounter.com/index.php?q=support/knowledge-base/pcounter-kyocera/card-readers-supported-usb-input-kyocera-mfp> for information on magnetic and HID card readers supported by *Pcounter for Kyocera*.

System software earlier than revision 9 requires additional IC Card Authentication Kit B firmware, available from Kyocera Mita.

Updating the Package on the Kyocera MFP

To update the Kyocera package on the MFP for a new build of *Pcounter for Kyocera*, follow these steps:

If the *Pcounter for Kyocera* Configuration program is running on the print server, close it. **Do not stop the Kyocera Gateway Service at this point.**

1. Unpack the new version of *Pcounter for Kyocera* by running the Setup program.
2. Launch the *Pcounter for Kyocera Configuration* application. Insert a USB thumb drive on the server, then choose **Server→Copy the Java package to thumb drive** from the pulldown menu and select the removable drive that you just inserted.
3. Remove the thumb drive from the print server and carry it over to the Kyocera MFP.
4. At the MFP log on with a user account that has been granted administrative privileges.

Changing the Text Displayed in Applications and Prompts

The *Pcounter for Kyocera* applications have been built to display properly in the following languages: English, Spanish, French, Italian, German, Portuguese, Finnish, Dutch, Czech, Swedish, Danish, Polish, Norwegian, Hungarian, and French Canadian.

It is possible to modify any of the text that is used. To do so, use Notepad to create:

C:\Windows\System32\pcounter\pcounterEmbeddedText.ini.

(use SysWOW64 instead of System32 on x64)

The English entries are shown below. Not all of the entries are required to be present in pckyoLang.ini – only the entries that need to be changed can be present; otherwise the applications will use its internal values. Make sure that the first line indicates the [Strings] section.

[Strings]

0=Logon failed.

1=Your user name or password is incorrect.

2=Your account balance is too low.

3=Click any button to continue.

4=Error %d

5=Access is denied.

6=Enter ID number:

7=Enter PIN number:

8=Enter username:

9=Enter password:

10=Welcome

11=Account Balance:

12=Print

13=Delete

14=Refresh

15=Print All

16=Delete All

17=Exit

18=Save

19=Next

20=Description

21=Search

22=Cancel

23=Back

24=Close

25=Invalid data specified.

26=You don't have enough credit to print.

27=Select all

28=Documents

29=Enter client code:

30=Enter subcode:

31=No documents found.

32=Please select activity

33=Print job release

34=Copy (Color)

35=Copy (Black and white)

36=Scan

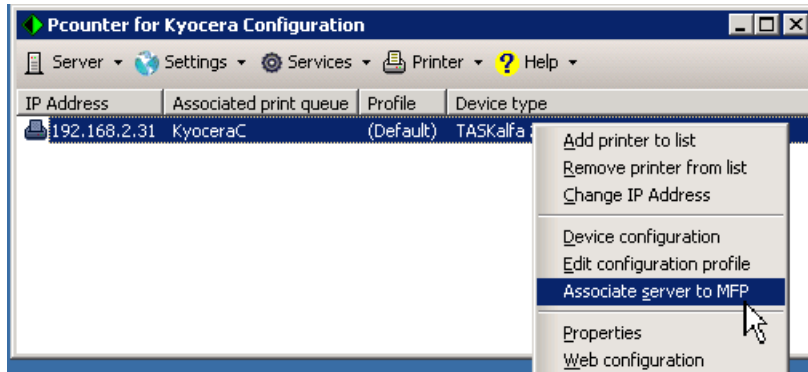
37=Fax

Troubleshooting

Problem: The MFP panel displays "Please Configure This Machine Using Pcounter."

The Pcounter Printer package was probably installed on the MFP before configuring settings in the *Pcounter for Kyocera* application.

Solution: Check that IP of the MFP is correct and listed in *Pcounter for Kyocera*. Right-click the MFP listing and choose Associate server to MFP from the popup menu.



Problem: User is unable to log in to Pcounter at the MFP

Solution: The login type selected in *Pcounter for Kyocera* probably does not match settings in Printer Memory Turn off printer. Restart Printer and correct login should be picked up.